Resume

KAVUMA GEORGE WALTER

IT Systems Supervisor

T 00971 52 737 4093/ kgwalter14@gmail.com

I am result oriented and solutions focused with skills in IT support, able to work under pressure with minimum supervision to meet deadlines with experience of overseeing the day-to-day operations of the IT department to meet hotel standards & provide consistently seamless guest service.

PROFESSIONAL SKILLS

- Windows/ Linux installations and configuration.
- Access point installation and configuration (Cisco, HP, Aruba, Nortel).
- End-user support.
- Knowledge of Network monitoring and troubleshoot.
- Knowledge of Computer setup and maintenance.
- Knowledge of voice and data technologies such as Video conferencing equipment…etc.
- Knowledge of hotel applications such as Opera, Micros, Material Control, Vicas, Ace, Heads, Infra-sys, web prol'ific, Message box and TMS.
- Excellent troubleshoot and problem resolution skills.

EDUCATION

2010	**CISCO CERTIFIED NETWORK ASSOCIATE** – *MAKERERE UNIVERSITY KAMPALA*
2010 -2015	**BSC. SOFTWARE ENGINEERING** – *MAKERERE UNIVERSITY KAMPALA(ON HOLD)*

EXPERIENCE

AUG 2018 TO DATE	*DESERT ISLANDS RESORT AND SPA BY ANANTARA* **IT SUPERVISOR** **Accomplishments:** • Analyzing existing computer systems and making recommendations for upgrades and improvements. • Developing and overseeing the installation of systems, which include software and hardware. • Performing tests and troubleshooting, as well as quality assurance. • Implementing safety procedures and data recovery plans. • Recruiting, training, and evaluating staff members. • Developing user manuals, as well as policies, procedures, and safety protocols. • Collaborating with other departments and professionals in the development of IT systems. • Ensuring all installations, maintenance, and upgrades are carried out on schedule and to client specifications. • Delegating tasks and developing budgets and work schedules. • Staying up-to-date with field advancements and ensuring the team receives refresher training as well.

- Troubleshooting and repair technical problems/issues related to computer hardware and peripheral equipment.
- Maintain and upgrade hardware and software including peripherals (e.g., Printers, scanners) and website technical architecture related to hardware and telecommunication connectivity.
- Providing technical guidance to resolve business problems.
- Maintains accurate and complete documentation of checklists.
- Fill in for the IT supervisor during his absence

JUN 2017 to JUL 2018	*LE MERIDIEN DUBAI HOTEL AND CONFERENCE CENTRE* *Dubai, United Arab Emirates.*

IT ASSISTANT
Accomplishments:

- Troubleshooting and repair technical problems/issues related to computer hardware and peripheral equipment.
- Maintain and upgrade hardware and software including peripherals (e.g., Printers, scanners) and website technical architecture related to hardware and telecommunication connectivity.
- Providing technical guidance to resolve business problems.
- Maintains accurate and complete documentations for company policies and procedures.
- Refer major hardware/software problems or defective products to vendors/technicians for service (e.g., Printers, opera, infra-sys, ace, and h Heads system software).
- Enter commands and activate control on computer and peripheral Equipment to integrate and operate equipment.

SEP 2014-JUN 2017	*SHERATON KAMPALA HOTEL* *Kampala, Uganda.*

IT ASSISTANT

Accomplishments:

- Aided other systems personnel with the day to day support of computer systems.
- Accurately recorded instances of hardware failure, repair, installation, and removal.
- Troubleshooting network connection issues.
- Installed, configured, tested, maintained and repaired associated end user workstation software and networking software products.
- Maintained accurate and complete documentations for company policies and procedures.
- Assisted in software and hardware upgrades.
- Administered user accounts.
- Maintained an inventory of all monitors, keyboards, hard drives, modems, printers, scanners, and other IT equipment.

Resume

| JUN 2014 TO AUG 2014 | *SHERATON KAMPALA HOTEL* | *Kampala, Uganda.* |

IT TRAINEE

Accomplishments:
- Maintained computer networks, support servers, and supporting software.
- Provided end-user support. Managed user accounts, including set up, removal, and resetting passwords.
- Modified workstations, including set up of cables, desktop computers, laptops, docking stations, and printers.
- Performed system backups and provided end-user support

REFERENCES

Mr. Supun Chamantha,
Cluster IT Manager,
Desert Island Resort and Spa by Anantara, Al Yamm
Villas Resort, Al Sahel Villas Resort, and Qasr Al Sarab
Hotel.
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Mr. Mithila Ramanayake,
IT Manager,
Oaks Ibn Battuta Gate Hotel.
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